

# Federal Knowledge Management Initiative

## Why a Federal KM Initiative?

Here is the real situation “on the ground” in many, if not most, Federal offices:

### It’s an Information-Impaired Workplace:

Personnel waste time trying to find someone to answer specific work related questions. Staffers spend hours trying, and often failing, to find basic approved guidance.

**Employees are “Flying Blind”:** Poor process and task documentation mean personnel waste time finding task information.

**Lack of coordination:** No crosstalk between personnel who are similarly tasked.

**Poor Communications:** Personnel are sometimes the last to be informed of basic changes and events, leading to poor morale and abysmal situational awareness.

Management has little or no idea of the real conditions at the staff level, since they are being informed by immediate reports, and have little contact with lower echelons, resulting in poor adaptation ability.

**Some Federal workers lack basic knowledge work competencies:** Knowledge work skills change constantly; Government must keep up.

**Quick action is difficult, if not impossible:** Agencies need to be adaptable, not frozen in place.

*To learn more,*

*visit [KM.gov](http://KM.gov), or contact:*

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## Federal workplace information problems are costing taxpayers a fortune!

Of the 14.6 million personnel on Federal and contractor payrolls, at least 5 million are knowledge workers, and are paid \$75,000 on average. Knowledge workers spend at least 15% of their day looking for information. These problems cost the US Treasury at least \$56.25 dollars per year.

## Federal KM Initiative Goals

### Goal 1: Establish a Federal Knowledge Management Center

To coordinate the activities below.

### Goal 2: Improve Information Availability

Knowledge-Enabling New Personnel

Organizational Yellow Pages

Basic Content Management

### Goal 3: Instill Knowledge Work Competencies

Government must keep up with technology.

### Goal 4: Improve Internal Communications

Situational Awareness

Upward Communication

Downward Communication

### Goal 5: Support Agility and Performance

Knowledge-Enable Work

Knowledge Transfer & Retention

Build a Bridge between Generations

### Goal 6: Empower Information Sharing

Crosstalk

Personal Networking

### Goal 7: Foster Openness and Change

Open to Divergent Opinion

Ability to Manage Change

Ability to Innovate

Instill a Culture of Belonging and Teamwork

Drive Power to the Periphery